

**Amendments to the Drawings:**

The attached sheet of drawings includes changes to Fig. 1. This sheet, which includes Fig. 1 replaces the original sheet including Fig. 1.

Attachment: Replacement Sheet  
Annotated Sheet Showing Changes

### **REMARKS/ARGUMENTS**

The drawings stand objected to for purportedly failing to show the features of the invention specified in the claims. The Applicant respectfully requests reconsideration in light of the foregoing clarifying amendments to the claims, drawings and specification. Labels for features shown have been added to Figure 1. Paragraph [0016] has been amended to make specific reference to certain of the illustrated features and claimed elements. Selected claims have been amended to more clearly articulate the invention and to add specific reference numerals taken from Figure 1 to assure that the citations of elements is unambiguous.

The PSTN is the publically switched telephone network, only a portion of which can be shown. It is the environment and therefore can only be symbolically represented. The figure numeral 12 refers to the relevant functional feature of the PSTN, namely a telephone circuit between telephone handsets. Figure 1 has been further amended to designate the channels, namely signaling channel 16 and bearer channel 18, and the boundary of the call control system 10 (sans, the distributed agents) has been designated by phantom lines.

Multiple servers are in fact shown and described. The following components are in fact servers: 304, 402, 403, 404, 405. In particular, it is the agent interface server 404 in its various incarnations that is now more specifically recited in the claims. Withdrawal of the objection is believed to be in order and is respectfully requested.

The incoming gateway and outgoing gateway are logically different, the incoming gateway fields incoming customer calls. The outgoing gateway, as herein to be understood, interfaces customer calls (at least the bearing channel portion) to the agents' systems. As explained, the call center is virtual. It has components in many different places. These physically distributed elements are spread over a number of systems. Key portions for routing purposes are under control of the call routing system 400. But that is not the only part of the call control system.

The question was raised whether the incoming gateway and the outgoing gateway are the same. Incoming calls are fielded at one gateway but are directed from a remote location through another gateway to remote agents, which receive input via a different channel to display

terminals, typically computer terminals with Internet access. Physically they may be incorporated into one another, and they may in fact share ports. But they are logically different. The communication channels may be two way, since conversations are contemplated. But incoming calls always come through the incoming gateway.

It is now believed the issues raised by the Examiner have been addressed. The Applicant notes references to patent art, but is not in a position to speculate on its relevance absent an explanation from the Examiner.

By this amendment, no new matter has been added. The amendments provide clarification of features shown and described previously, and the claims reflect the consistent use of language as requested by the Examiner.

#### CONCLUSION

In view of the foregoing, Applicant believes all claims now pending in this Application are supported the specification and drawings and are in condition for examination. Allowance at an early date is respectfully requested.

If the Examiner believes a telephone conference would expedite prosecution of this application, please telephone the undersigned at (650) 326-2400.

Respectfully submitted,



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